



ROLE PROFILE

Role Title: Compliance Delivery Officer (Electric and Lifts)

Service: Housing & Regulatory Services, Compliance.

Directorate: Place & Community

Accountable to: Compliance Delivery Manager (Housing)

Grade: PO1

Car Category: Essential

Work Style: Mobile Office Based Worker

Purpose of role

Responsible for the provision of specialist technical support and supervision of the Council's housing stock.

Having a particular focus on void and programmed maintenance work relating to the electrical, and lifting equipment within the Council's housing stock.

To liaise and communicate with other parties both internal and external to the Council in respect of the electrical and lift surveyors work programme.

Key Objectives

1	To be part of a multi-disciplined team with responsibility to carry out electrical and lift inspections of properties and prepare contract documents, administer and supervise maintenance work requested by officers of the council, tenants or leaseholders.
2	To prepare design specifications for a range of electrical engineering and lift projects and package into tender documentation including measured survey of existing buildings, on site dimensional drawings, sketch proposals, budget costings and scheduling quantities for





	tender documents in accordance with the Council's Contract Procedure Rules.
3	Commission and appoint contractors, manage pre-commencement meetings, agree work programming, prepare budget cost forecasting and ensure all contractual prerequisites are provided,
4	Ensure building occupiers (tenants, and , leaseholders) are fully consulted prior to works commencing and have had sufficient opportunity to comment and have input to scheme proposals,
5	Ensure the Council's roles and responsibilities as a designer are properly discharged in respect of projects that are notifiable under the existing statutory legislation including the CDM Construction (Design & Management) Regulations 2015.
6	Undertake on-site inspections of work in progress or, upon its completion, check that the work ordered has been carried out satisfactorily, monitor contractors' performance and compliance with contract conditions and that the accounts submitted are correct.
7	Certify work, monitor and manage interim/final payments and agree any variation orders.
8	Where work falls outside the scope of the Contract Specification, invite quotations and ensure that the work required is entered on the order including all relevant dimensions, materials and costs.
9	Provide appropriate evidence to support the raising of a rechargeable account following inspection, if the work or elements of the work are considered to be the responsibility of the tenant.
10	Assist in the drafting, implementation and supervision of the electrical servicing and maintenance contracts in place across all the stock and to ensure all service contracts are delivered in accordance with relevant standards, Directives and legislation.
11	Actively promote and help develop Health and Safety procedures within the team and ensure Contractor's comply with Health and Safety on site.



12	Operate and actively assist in the development of appropriate computerised information systems and assist in the introduction of new technology.
13	Assist the manager in the compilation and control of service plan and budgets, identifying potential savings and future expenditure as appropriate.
14	help to identify the need for short and medium-term programmes of work and prepare proposals for such programmes.

Scope

The post holder works as part of the compliance team and provides support to the Compliance Delivery Manager (Housing), to enable them to deliver their objectives.

The post holder will have contact with team and service managers from across the organisation, developers, contractors, tenants, members of the public and Elected Members and will answer queries in a professional manner.

The post holder will undertake electrical surveys and liaise with contractors to ensure that works are undertaken competently, promptly and within budgets.

Work Profile

1. Strategy

The post holder is a member of the Compliance Delivery Manager (Housing) and as such, will contribute to the delivery of the team's objectives which support the delivery of the wider Corporate Plan. They also contribute through their work, to the development, planning and delivery of planned electrical engineering related projects identified by the council.

2. Performance

The post holder will be responsible for the successful delivery of the planned electrical engineering projects and tasks that they allocate and contribute to the overall performance of the wider team.





3. Service Quality

The post holder will assist in maintaining service quality to internal and external customers, through the effective delivery of their allocated tasks.

4. Resource Management

The post holder will be responsible for budget and spend allocation associated to electrical engineering projects undertaken by the council.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them, in order to undertake their own role.

5. Supervision and Management

The post holder has no line management responsibilities

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will be expected to communicate professionally and effectively with those contacting the service.

8. Main Contacts Associated with Principal Duties

The main day to day contacts for the post holder will be their immediate team, service and team managers, developers, contractors, tenants, members of the public and Elected Members.

9. Commitment





The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Council operates a standard working week of 36 hours.

10. Risk Management

The post holder will identify any risks that they encounter during the execution of their role and report these to their line manager promptly.

11. Working conditions

The post holder will be expected to undertake site visits, including visits to construction sites, as well as being office-based.

12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus:

To meet the Council's Standards of Customer Care at all times.

14. Core Tasks

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

The post holder is responsible for ensuring that contracts abide with the relevant H&S and CDM regulations that protect workers and visitors to sites.

16. Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures





17. Training & Development

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

19. Creativity

The post holder can contribute ideas relating to the tasks that they undertake, to their line manager for consideration.

20. Decisions and Consequences

The post holder will usually carry out allocated tasks and duties under the supervision of their line manager.

21. Work Context

The post holder works as part of the Compliance Delivery Team (Housing) to enable them to deliver their service functions and objectives. They will have contact with team and service managers from across the organisation, developers, contractors, tenants, members of the public and Elected Members and will answer queries in a professional manner.

The post holder will undertake electrical surveys, develop project plans and documentation, procure contractors where identified, to ensure the delivery of the electrical engineering projects.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.





22. Physical Demands

The post holder will be expected to undertake external site visits, including visits to construction sites.



PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Appropriate academic professional or technical qualifications in electrical engineering, e.g. BTEC HNC or degree in electrical engineering. Alternatively qualified by experience to an equivalent level with a minimum qualification of BTEC, IET accreditation in Electrical Engineering and/or membership of a recognised electrical engineering organisation such as JIB	X		A
	Experience in compiling and running electrical and mechanical contracts for responsive and planned maintenance work within Social Housing	X		A
	Working knowledge of the Construction (Design and Management) Regulations 2007 relating to maintenance and construction works	X		A, I
	Experience in drawing up proposals for planned works schemes, including tendering and contract administration		X	



	A proven track record of dealing with electrical work contracts and contractors	X		A, I
	Experience of using Microsoft applications in particular Word, Excel and Outlook	X		A, I
	Experience and knowledge of the Health and Safety at Work Act 1974 specific to contractor management and site supervision. Preferably a CSCS card holder.	X		A, I
Planning and organising work	Ability to organise contract administration and construction partnering arrangements	X		A, I
	Excellent organisational skills	X		A, I
	Excellent administration skills with a high level of attention to detail	X		A, I
	Ability to prioritise own workload, work under pressure and meet multiple deadlines	X		A, I
	Ability to handle confidential information	X		A, I
	Planning capacity and resources	Experience of supervising training, motivation and organisation of contractors	X	
	Able to plan resources and tasks to ensure a resilient and efficient services outcomes	X		A, I
Influencing and interpersonal skills	Ability to communicate effectively both orally and in writing	X		A, I
	Customer care / good interpersonal skills	X		A, I
	Ability to work as part of a team with a flexible approach	X		A, I





PROBLEM-SOLVING	Enthusiastic and positive attitude	X		A, I
Using initiative to overcome problems	Able to contribute constructive ideas to the team	X		A, I
Managing risk	Able to identify, report and mitigate any risks encountered during the execution of the role	X		A, I
Managing change	Able to handle change with a resilient and positive attitude	X		A, I
ACCOUNTABILITY and RESPONSIBILITY	Able to work well with minimal supervision	X		A, I
Undertakes tasks without supervision				
	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Standard DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		I
	The ability to visit individual sites across the Borough including dealing with short notice emergency jobs and the need to ensure appropriate personal protective clothing and equipment is at hand, e.g. surveyors ladder and tools	X		A, I
	Willingness to be flexible in hours worked if required	X		A, I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:





- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together;**
- **We do what we say we will do when we say we will do it.**

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date

